

# DAS Cleaning Co.

## Privacy Policy

Effective Date: 05/05/2026

### 1. Privacy Commitment

DAS Cleaning Co. is committed to complying with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, store, and protect personal information obtained in the course of providing cleaning and booking services in Queensland and across Australia.

### 2. Scope of This Policy

This policy applies to personal information collected through online and offline bookings, enquiries, service delivery, communications, third-party booking platforms, and payment systems.

### 3. Personal Information We Collect

We may collect personal information including full name, address, phone number, email address, booking details, access instructions, service information, payment references, and communication records. Sensitive information is not intentionally collected unless required by law or with explicit consent.

### 4. How Information Is Collected

Personal information is collected directly from you when you make a booking, submit an enquiry, communicate with us, make payments, or receive services.

### 5. Purpose of Collection

Personal information is collected and used strictly for lawful business purposes, including providing cleaning services, managing bookings, processing payments, communicating with clients, improving services, and meeting legal and regulatory obligations.

### 6. Online Payments and Third-Party Platforms

Bookings and payments may be processed via third-party booking systems or payment providers. DAS Cleaning Co. does not store full credit or debit card details. Third-party providers operate under their own privacy policies, and DAS Cleaning Co. is not responsible for their data handling practices. We receive limited transaction information necessary to confirm payments and bookings.

## 7. Use and Disclosure of Personal Information

Personal information is used only for the purpose for which it was collected unless consent is provided or disclosure is required or permitted by law. Information may be disclosed to employees, contractors, service providers, or regulatory authorities where reasonably necessary.

## 8. Overseas Disclosure

Some third-party platforms may store or process data outside Australia. Where applicable, reasonable steps are taken to ensure overseas recipients handle personal information in accordance with Australian privacy standards.

## 9. Data Quality

Reasonable steps are taken to ensure personal information is accurate, complete, and up to date.

## 10. Security and Retention

DAS Cleaning Co. takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. Personal information is retained only for as long as necessary to fulfil its purpose and legal obligations, after which it is securely destroyed or de-identified.

## 11. Access and Correction

You may request access to, or correction of, personal information we hold about you. Requests must be made in writing and will be handled in accordance with the Privacy Act.

## 12. Complaints

If you believe your privacy has been breached, you may lodge a complaint by contacting DAS Cleaning Co. Complaints will be investigated promptly. If you are not satisfied with the outcome, you may contact the Office of the Australian Information Commissioner (OAIC).

## 13. Amendments

This Privacy Policy may be updated from time to time. The version in effect at the time your information is collected will apply.

## Contact Details

DAS Cleaning Co.

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